



*Caring for those who
cared for you.*



GRAND TRAVERSE COUNTY BOARD OF COMMISSIONERS (2010)

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Larry Fleis

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COMMISSION ON AGING BOARD MEMBERS (2010)

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MISSION STATEMENT

The mission of the Grand Traverse County Commission on Aging is to improve the quality of life for resident senior citizens.

VISION STATEMENT

The Grand Traverse County Commission on Aging will continue to be an organization widely recognized and highly regarded in the community, well funded by millage, endowment funding and fees. Its focus will be to help all senior citizens, particularly those in greatest need. This will be achieved by providing services that will help maintain a high quality of life for senior citizens and enabling them to remain in their homes.

The Commission on Aging will take pride in its caring, professional and competitively compensated staff. The dedicated and knowledgeable Board of Directors will be a driving source of innovation and achievement.

The Commission on Aging will promote wellness and provide health education to senior citizens and will be a leader in the County, providing services, information and referrals.



"We thank all of you for all your help and support. My wife and I feel real fortunate to live in Grand Traverse County. A very good job!!"





ABOUT THE COMMISSISON ON AGING

- ❖ The Commission on Aging was organized in 1975.
- ❖ Our main goal is to provide services that help senior citizens remain living safely at home.
- ❖ Family members and other caregivers benefit from Commission on Aging service coordination and information provided.
- ❖ The Commission on Aging works closely with other organizations to provide quality and coordinated care.
- ❖ The Commission on Aging is governed by a fifteen-member volunteer board, the majority of whom are senior citizens 60 years of age or older. All members are appointed by the Grand Traverse County Board of Commissioners.
- ❖ Activities are overseen by Grand Traverse County Board of Commissioners.
- ❖ The Commission on Aging is funded, almost solely, by a small local millage (0.4858 mills in 2009).
- ❖ The Commission on Aging is a tax-exempt organization.
- ❖ The Commission on Aging has an endowment fund that was established with the Grand Traverse Regional Community Foundation in 1999.
- ❖ For the safety of our clients, all staff are fingerprinted, drug tested and have local and department of Human Services background checks before hiring.

“Emily and all – A sincere thank you for all you’ve done for Jim and me. I can’t say enough about you all – attitude, sincerity, availability, willingness to go out of your way to help us. You also offer services that are appropriate to the need. Thank you again!”

Dear Friends and Supporters of the Commission on Aging,

In 2009, the Commission on Aging (GTCOA) continued its good work by expanding services in an effort to meet the growing need for assistance. In a year where the economy was extremely sluggish, we saw younger senior citizens asking for help after losing jobs and income.

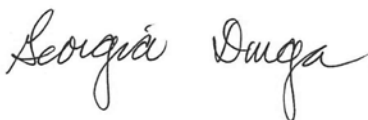
In addition to our regular services, the Commission on Aging investigated a new type of assistance – transportation. For over a decade, the Commission had been hearing about the need for senior transportation, but struggled with how best to provide it. The GTCOA did not want to provide transportation directly, but instead, wanted to use resources already available in the community. The concept was tested through a pilot project, which took place in the last quarter of 2009. There were three parts to the pilot: 1.) working with local taxi cab companies to offer discounted cab rides, 2.) working with home health care and other transportation companies to provide discounted assisted transportation for those needing help getting to their destination, and 3.) distributing discounted BATA (Bay Area Transportation Authority) bus passes for those able to use the local bus system. After the three-month pilot was completed, riders were surveyed. The survey results were positive and the GTCOA board voted to move forward with the project in 2010.

“Thank you again for helping me in times of trouble. I sure appreciate that very much. I will never forget you.”

The GTCOA is supported, almost solely, by a small local millage. No federal, state, or county general funds are received. In 2010, the GTCOA will be placing a 0.5 mill renewal proposal on the ballot in an effort to continue to generate this millage revenue

In closing, thank you to all county taxpayers for your thoughtful and generous support of our senior citizens. It is greatly appreciated by our elders, our board and by family caregivers who provide assistance on a daily basis. As the elder population continues to grow, we will work to meet the growing demand for assistance and continue to “care for those who cared for you”.

Very truly yours,



Georgia Durga, Director
Grand Traverse County Commission on Aging

2009 ACCOMPLISHMENTS

- ✓ Provided over \$ 69,000 in emergency assistance, including medical and home heating assistance, to over 155 senior citizens. Local businesses also benefited from funds expended.
- ✓ Expanded programs, increasing direct services by 2,478 hours and serving an additional 157 clients.
- ✓ Delivered 80 holiday gift packages to low-income senior citizens alone for the holidays using reusable “green” bags.
- ✓ Coordinated the Northwestern Michigan College BBQ home-delivered meal program. Packaged and delivered 435 BBQ meals to Grand Traverse County senior citizens, with the help of many volunteers.
- ✓ Provided over \$46,000 in funding to other community agencies for home delivered meals, senior companions, senior center support, Area Agency on Aging support, MSU’s Project Fresh, Department of Human Services laundry project, and substance abuse services.
- ✓ Provided low-cost durable medical equipment (bath benches, wheel chairs, walkers, commodes) to 270 senior citizens.
- ✓ Tested a pilot transportation program using vouchers for taxi and home health services. The pilot was successful, providing reduced rate vouchers to 70 senior citizens. Funds expended benefited local taxi, transportation, and home health care companies that agreed to participate in the program.
- ✓ Provided 82 low-cost BATA (Bay Area Transportation Authority) bus passes to senior citizens.
- ✓ Acted as a host site for income tax preparation for Grand Traverse County – served 116 senior citizens.
- ✓ Distributed over 2,000 File of Life envelopes to be used in emergency situations.
- ✓ Expanded the Personal Emergency Response Program from 284 to 380 clients.

"Words cannot express the gratitude I feel for all the help I have received. It has given me hope for a better and kinder new world to come. Thanks from the bottom of my heart."

CLIENT PROFILE

Total unique clients served: 1,715

Average client age:
80 years

Average Annual Client Income:
\$16,992 (Single)
\$26,712 (Couple)

"Our hearts are full of thank yous for all the staff that gave such excellent care to our Grandma. You made her last years, weeks, and days very special. Thank you to Lisa and Karen (who cleaned for Grandma for years), and all that cared in other ways, such as taking care of her lawn and snow removal."

CLIENTS SERVED IN 2009

GTCOA PROGRAM	CLIENTS/CONTACTS	HOURS/UNITS OF DIRECT SERVICE
Information & Referrals	N/A	26,129
Homemaker Aide	895	16,157
Home Health Care	210	7,573
Home Chore	917	10,481
Respite Care	128	7,773
Client Assessments	1,906*	1,906
Foot Care	1,765*	1,765
Personal Emergency Response Units	407	4,223
Cell Phones	43	43
Holiday Gift Baskets	80	N/A
Tax Appointments	116	116
Senior Assistance	155	155
Grab Bars	67	67
Loan Closet	270	270
BATA Passes	82*	82
Transportation Vouchers	70	1,510
File of Life	2,030	2,030
* Count is not unduplicated		

2009 TOWNSHIP REPORT

TOWNSHIP/CITY	CLIENTS SERVED	HOURS OF SERVICE
Acme	60	2,258
Blair	101	2,874
City of Traverse City	426	9,739
East Bay	141	4,457
Fife Lake	48	1,123
Garfield	549	16,842
Grant	16	549
Green Lake	89	2,664
Long Lake	71	2,961
Mayfield	19	751
Paradise	62	1,132
Peninsula	108	3,329
Union	5	411
Whitewater	20	791
TOTALS	1,715	49,881

IN MEMORY OF BELOVED BOARD MEMBER, BILL HENRY

Hollywood deals in fiction and fantasy, but one of the things that has always intrigued us is Tinseltown's depiction of earthbound angels – *those mere mortals with qualities imbued to angels*.

We like to think of Bill Henry as one of those earth bound angels. He was a long time board member, who started his tenure in November of 2005, and sadly, passed away in February 2010.

Gracious, kind and giving, he had the uncanny ability to make you feel good in his presence.

For years Bill was the very model of a Senior volunteer and activist, and, at the time of his passing, still an active board member of the Grand Traverse County Commission On Aging.

We kidded him about his memorable mellifluous voice and told him he had missed his calling. Walter Cronkite had nothing on him!

Several years ago he recorded some radio public service announcements for the COA. Working with a youthful producer just out of college, Bill did the recordings with barely a second take. They were first class and professional. The radio staff marveled at his ability. And of course when he arrived at the studio that morning, he brought fresh donuts for all.

Bill made a difference in the lives of all of us who were fortunate to have crossed his path.

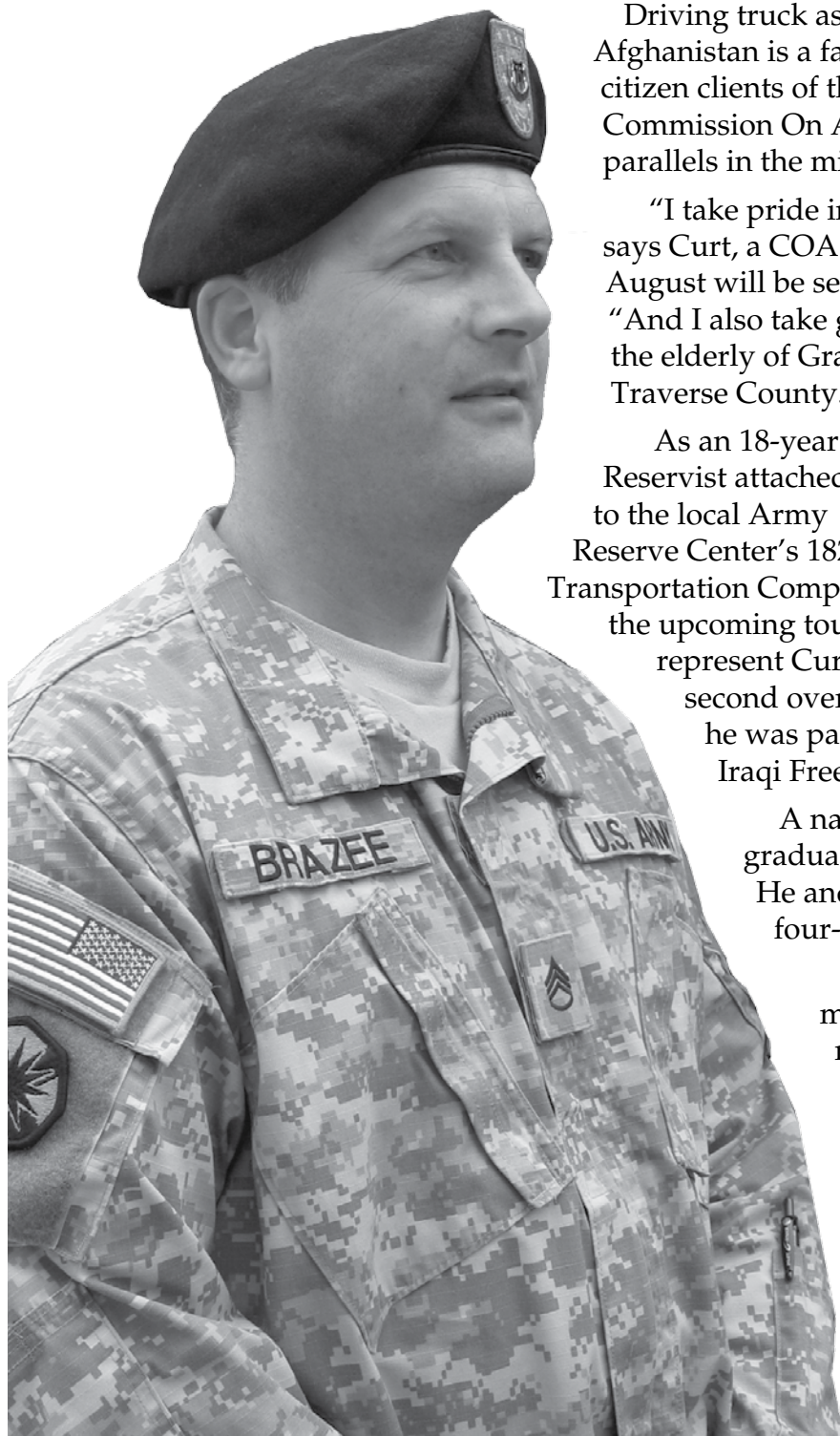
He will be missed.



Mary Andrews
Chair
Commission on Aging Board
April 2010



HOME CHORE CREW MEMBER SERVES OUR COUNTRY



Driving truck as a U.S. Army Reservist in Afghanistan is a far cry from helping the senior citizen clients of the Grand Traverse County Commission On Aging, but Curt sees some parallels in the mission.

"I take pride in serving my country," says Curt, a COA home chore staffer, who in August will be serving a tour in Afghanistan. "And I also take great pride in serving the elderly of Grand Traverse County."

As an 18-year Army Reservist attached to the local Army Reserve Center's 182nd Transportation Company, the upcoming tour will represent Curt's

second overseas deployment. In 2004 he was part of the U.S. led "Operation Iraqi Freedom" initiative.

A native of Traverse City, he graduated from high school in 1987. He and his wife, Stephanie, have a four-year-old daughter, Katie.

From his previous overseas military experience, Curt notes that there's a marked difference between life in the Mid-East and Traverse City. "This is absolutely the best place in the world to raise a family..."

Curt and crew: You do your jobs so fast and effective – you are here and gone. I never get a chance to say thank you so very much for helping me to keep looking good.



2009 ACCOMPLISHMENTS

- ✓ Installed 67 sets of grab bars in the homes of Grand Traverse County senior citizens to help prevent falls.
- ✓ Distributed 43 recycled cell phones to Grand Traverse County senior citizens for emergency 911 use.
- ✓ Responded to 26,129 requests for information (an additional 3,387 requests compared to 2008).
- ✓ Completed over 1,900 in-home client assessments to assure client needs were being met and to assure quality services were being provided.
- ✓ Implemented Department of Human Services background check on employees.
- ✓ Formed a Senior Center Ad-Hoc Committee to study the possible merging of the Traverse City Senior Center with the Commission on Aging.
- ✓ Produced a DVD promoting Commission on Aging services.
- ✓ Transferred paper records to microfilm and electronic files for permanent preservation.
- ✓ Provided customer service training to staff.
- ✓ Profiled board members to identify gaps in talent/geographical representation.
- ✓ Distributed a “Commission on Aging Report to the Taxpayers” to 52,000 County residents.

GRAND TRAVERSE COUNTY COMMISSION ON AGING

2009 FINANCIAL REPORT¹

REVENUE

Millage	\$ 2,047,991
Charges for Services	\$ 164,627
Contributions & Memorials	\$ 49,301
Other:	
(Sales of fixed assets, United Way, reimbursements)	\$ 5,309
Local Grant	<u>\$ 14,084</u>

TOTAL REVENUE **\$2,281,312**

EXPENDITURES

Personnel Expenses:	
Salary and benefits	\$ 1,581,833
Commodities:	
Office supplies, printing, baskets of bounty, copying, postage, uniforms, small tools, equipment, gas, oil, other supplies	\$ 113,508
Contractual Services:	
Contract services (transportation, wait lists, (PERS), auditing, dues, subscriptions, data processing, telephone services, travel, conferences	\$ 337,436
Other Charges:	
Advertising, equipment repair, building rent, employee training, utilities (garage), vehicle repairs, insurance, funds to outside agencies ²	\$ 199,614
Capital Outlay:	
Buildings, machinery/equipment, vehicles, office equipment	<u>\$ 24,621</u>
TOTAL EXPENDITURES	\$ 2,257,012

(1) The Grand Traverse County Commission on Aging is audited annually as part of the Grand Traverse County audit. The audit was conducted by Dennis, Gartland, and Niergarth for 2008

(2) Outside Agencies Include: Area Agency on Aging, Senior Centers, Home Delivered Meals (Northwest Michigan Community Action Agency), Senior Companion (Catholic Human Services), Project Fresh (Michigan State University)

MEMBERSHIP

The Commission on Aging was a member of, or participated in the following events and organizations:

- ❖ Bay Area Senior Advocates (BASA)
- ❖ Bay Area Transportation Authority Local Advisory Board (BATA)
- ❖ Grand Traverse Area Parkinson's Support Group
- ❖ Grand Traverse Senior Support Team
- ❖ Michigan Directors of Services to the Aging (MDSA)
- ❖ Northwestern Michigan College BBQ Board
- ❖ Region Ten Senior Games Committee
- ❖ Traverse City Senior Center Advisory Board
- ❖ Northern Michigan Geriatric Education Community Resource Team
- ❖ Pharmaceutical Safe Disposal Committee
- ❖ Camp 911
- ❖ Parkinson's Summer Forum
- ❖ Senior Games
- ❖ Grand Traverse Band Health Fair
- ❖ Area Agency on Aging Board

"I appreciate the top quality work that Melissa has done in our home. She is one of the best cleaners we have ever known, and is also a pleasure to work with, and totally reliable."



"We would like to thank you all for the fantastic care you gave Bill. You are patient, caring and so compassionate. He enjoyed everyone's visits. "

"John and I thank you very much for securing the payments to propane and electric companies for us. You're fast professional, yet caring attitude has helped us get through this difficult time. For the first time in months, we feel better about the future. Please thank all those involved with the Commission on Aging for providing this great service."

"Thank you so much for your assistance with my old and dangerous garage door and opener. It is great to have the peace of mind having a safer operating door."

GRAND TRAVERES COUNTY COMMISSION ON AGING BOARD MEMBERS (2010)



MEMBERS of the Grand Traverse County Commission On Aging Board of Directors are (front, from left) Reverend Eugene Baughan, Ellen Exworthy, Rodetta Harrand, Steve Chapman and James McGee (back row) Georgia Durga, Director, Al Pedwaydon, Mary Andrews, Chair, Shirley Zerafa, James Pascoe, Shawn Burt, George McBath, Lori Wells, Ralph Soffredine. Not Pictured: Christine Maxbauer and Stacey Lee Isles.



"Lana - Just wanted to say a big thank you to you and the Commission on Aging for your help with the bat problem. It's great to finally be able to sleep in my own bed. I appreciate your help. Always have, always will."

"Thank you for your help, so I could get a new furnace. I really do appreciate it very much. I feel so much safer now. God bless all of you at Commission on Aging!!"

"We want to thank you for all the excellent care given John during his last illness. We and he enjoyed all the people who came to help. We could not have kept him home without all the help we had. Thanks for Dorothy. She was so much help."

"I want to thank those who have helped me these past months. I don't know what I would have done without you, especially Kelly and Pat. "

2010 STAFF MEMBERS

Director

Georgia Durga

Supervisors

Jill C., Program Supervisor
Emily R., RN, Nursing Supervisor

Office Staff

Cyndie F., Office Specialist
Lana P., Office Specialist
Danielle G., Clerk
Colleen M., Clerk

Assessment Aide

Shayeann G., CNA, Assessment Specialist

Foot Care

Nancy I., LPN
Pat M., RN

Home Chore Crew

Ben A.	Jim M.
Curt B.	Norm M.
Dean D.	Brad P.
Kevin J.	Don S.

Homemaker Aides

Patti B.	Karen R.
Chris C.	Carla S.
Rita D.	Phyllis W.
Cindy K.	Olivia W.
Tracy M.	Karen Z.
Connie N.	Melissa Z.
Erica R.	

Home Health and Respite Aides

Kelly C., CNA
Julie D., CNA
Karen F., CNA
Christine M., CNA
Liza P., CNA
Susan P., CNA
Lisa P., CNA
Dorothy S., CNA
Brenda V., CNA
Rhonda Y., CNA



"I want to thank you for all your kindness in helping me when I needed it the most. I will take over now. Thank you again for all your help, I will never forget. Bless you!"



"The yard care, the windows, and the house keeping. It's all very much appreciated."



"Thank you so much for the wonder job and so quiet—your men hauling away all the leaves."

GRAND TRAVERSE COUNTY

COMMISSION

On AGING



Caring for those who cared for you.

520 West Front Street, Suite B ♦ Traverse City, MI 49684

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gtcoa@grandtraverse.org ♦ www.grandtraverse.org

*“Thank you for all you have done for us.
We would be lost without the COA.”*